

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2258(4)

Date: 31/12/24

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/829/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Madhusudan Naik At-Budhakhaman, Po-Bamparada Ps-Barkote Dist-Deogarh		4141-1163-0703																																	
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	21.11.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				1. Agreement/Termination	X	2. Billing Disputes	√	3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X	5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X	7. Interruptions	X	8. Metering	X	9. New Connection	X	10. Quality of Supply & GSOP	X	11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X	13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X	15. Others (Specify) -X			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	21.11.2024																																			
9	Date of Order	31/12/24																																			
10	Order in favour of	Complainant	√	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

**Appeared**

**For the Complainant-** Madhusudan Naik



**For the Respondent -** SDO(Electrical),Deogarh, TPWODL.

**GRF Case No- BRL/829/2024**

Madhusudan Naik  
At-Budhakhaman, Po-Bamparada  
Ps-Barkote  
Dist-Deogarh  
Consumer No-4141-1163-0703

**COMPLAINANT**

**VRS**

SDO(Electrical),Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Madhusudan Naik has appeared in the hearing on Dt. 21.11.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated about billing dispute-Abnormal billing in Jan-Feb 2016 & Average billing of defective meter & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents except billing abstract from Sept 2010 to Oct 2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 0.04KW with date of initial power supply on Dt.01.02.2010 through meter SL No 809107 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant has been served Act bill in Jan Feb 2016 for units of 8964 where it is found that round was completed with Advance reading of 32 units i.e, the consumption was 10032 units in between the periods from 01.02.2010 to Feb 2016. Further it is also seen that PL/Avg bills were served from March April 2016 to Dec 2023. Meanwhile, the meter with SI No TWSP51098409 was in billing in Jan 2024 and giving actual reading time to time.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the units of 10032 in between the periods from 01.02.2010 to Feb 2016 with reference to consumption recorded in meter SI No 809107 & also revise the bill from others periods as per Regulation considering the consumption of new meter considering the adjustment of previous bill revisions if any as per law.

**ORDER**

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to spread over the units of 10032 in between the periods from 01.02.2010 to Feb 2016 with reference to consumption recorded in meter SI No 809107 & also revise the bill from others periods as per Regulation considering the consumption of new meter considering the adjustment of previous bill revisions if any as per law.



2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the benefits of OTS scheme and rebate thereof, if any, as applicable as it has not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, serve the Disconnection Notice to the Complainant as per Indian Electricity Act, 2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.

*Accordingly, the case is disposed of.*

**B. Mahapatra**

(Co-opted Member)

Grievance Redressal Forum  
TPWODL, Burla - 768017

**(A.P. Sahu)**

Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

**A.K. Satapathy**

(President)

Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:
1. Madhusudan Naik, At-Budhakhaman, Po-Bamparada, Ps-Barkote, Dist-Deogarh.
  2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
  4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF".)